

THE LEA SURGERY

Patient Participation Group Meeting Minutes. Date: 30th August 2016

Present: Dr Goel, Andrea, Kelly, Lydia, Rose, Victoria, Maxine, Lalita, Razaq, Faisal.

Apologies: Joyce Green, David Day.

AGENDA

- 1) Patient Survey
- 2) On-line Access
- 3) Building Update
- 4) A.O.B.

1. PATIENT SURVEY – JULY 2016

The recent patient survey was discussed at length in the meeting. Comparisons was made between local and national results. It was discussed what areas was good and which could be improved on.

78% find it easy to get through on the telephone which is above national and local averages.

80% find receptionist helpful but needs improvement.

51% see preferred GP.

Improvement on last year but still below averages. Due to shortage of GP and having to use locum doctors. For ongoing problems patients are waiting for a specific doctor which causes delay.

88% are able to speak to someone.

Above average . We have introduced telephone consultations on a daily basis which is improving access.

97% get appointment wanted.

This is above both local and national averages.

83% report they are given enough time during their consultation.

87% report they were treated with care from the last GP they saw.

Nurses - overall above average in every area.

AREAS WE ARE WORKING ON:-

A) Employed extra 4 hours reception time every day.

B) Looked how reception was working and streamlined to make front desk work more efficiently. Everyone is working better now as a team and reception desk is not allowed to be left unmanned. If it gets extra busy then another receptionist will step in at the front to give a hand.

C) Offer doctor of choice and explain to the patient that this may take longer to be seen. Offer them the option of seeing the next available clinician.

R. D. a member of the PPG felt we are doing all we can but the telephones need to be answered quicker. Although it is improving, he waited 5 minutes for his call to be answered.

When questioned further it transpired that some patients are getting confused about the options and was pressing the wrong number which meant that they were all waiting on the same line, hence the delay in being answered.

ACTION POINT

Change the answer phone message to say - **“press option 1 to book or cancel an appointment”**

2. **ONLINE ACCESS**

Patient have the ability to go online to view limited consultation, book appointment; order medication and view part of their medical record.

Some members of the PPG have already signed up to use online access.

It has been decided that:-

1. Between the ages of 11-18 no on-line access to parents.
2. Certain categories of patients will be restricted. Mental Health; Learning difficulties; Learning difficulties; Domestic Violence and Child protection cases.
3. Coding for results.

When detailed access is required a clinician will take the decision whether to give access or not and how far back. There are forms specifically designed for the patients to complete, sign and hand in to the receptionists. They are asked to give us 21 days for it to be actioned/decided.

We may have to increase the amount of online reserved appointments with increased number of patients' with online access.

3. **BUILDING UPDATE**

Dr Goel has a meeting regarding the IT at Kenworthy Road this week.

We are still waiting to hear the final whether we will be moving to Kenworthy Road or not . It is in process but will not know till October.

Our patient list presently is 11,200.

4. **A.O.B. Next meeting 25th October 2016**